Maintaining Your Handheld

Your handheld is designed to be rugged and reliable and to provide you with years of trouble-free service. Taking care of your handheld helps keep it working properly and ensures that it's available when you need it.

Handheld do's and don'ts

To protect your handheld from damage and ensure reliable performance, follow these guidelines.

Handheld do's

- Be sure to **get rid of any static electricity buildup** before you connect your handheld to any cable or accessory.
- Use the carrying case that came with your handheld. It provides protection if your handheld is accidentally dropped.
- Use only the stylus to tap the screen—no pens, pencils, paper clips, or other sharp objects.
- Use only the supplied AC charger to charge your handheld.
- **Keep the battery charged**.
- Keep the screen free of dust (or anything else that could make it dirty).
- For general cleaning, use a soft, damp cloth. If the screen becomes dirty, use a soft cloth moistened with a diluted window-cleaning solution.
- Use only 3.5mm stereo headphones in your handheld's headphone jack.

Handheld don’ts

- Do not drop, bang, or otherwise cause a strong impact to your handheld.
- Do not carry your handheld in your back pocket; you might sit on it by mistake.
- Do not let your handheld get wet; don’t even leave it in a damp location.
- Do not expose your handheld to very hot or cold temperatures, including placing it near a heater, leaving it in a car, or setting it by a window in direct sunlight.

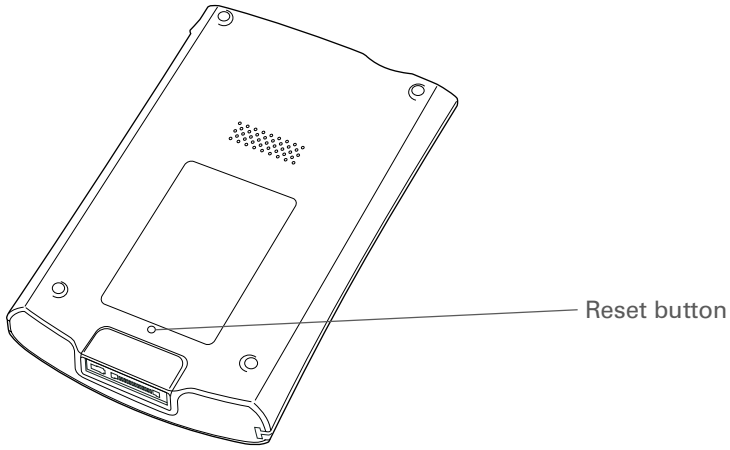
Resetting your handheld

On rare occasions your handheld may not respond when you press a button or tap the screen. In this case, you need to reset your handheld.

Doing a soft reset

A soft reset tells your handheld to stop what it’s doing and start over again. None of your information will be lost. After a soft reset, a screen appears that lets you reset the date and time, if needed.

To do a soft reset, use the tip of the stylus to gently press the reset button inside the hole on the back panel of your handheld.



If your handheld does not respond after a soft reset, you need to do a hard reset.

Doing a hard reset

Only do a hard reset if a soft reset doesn't solve your problem, or if you want to clear all of your information from your handheld.

[!] IMPORTANT A hard reset deletes all records and entries stored on your handheld, including the username that identifies the handheld. This is another reason why it's important to synchronize often, so you have an up-to-date backup available. Before you do a hard reset, be sure to synchronize.

1. Press and hold the power button.
2. While holding the power button, use the tip of the stylus (or a similar object *without* a sharp tip) to gently press and release the reset button inside the hole on the back of your handheld.
3. Wait for the Palm Powered™ logo to appear, and then release the power button.
4. When you see the message that warns you about erasing all of the info on your handheld, do one of the following:
   - Press Up on the 5-way navigator to finish the reset and show the touchscreen.
   - Press any other button to do a soft reset.

Done

Restoring your information after a hard reset

If you synchronized before doing a hard reset, you can now put that information back on your handheld. However, you may need to re-enter some of your **personal settings**, as well as your **color-coded categories** in Calendar.

WINDOWS ONLY

1 Open the Custom menu in the HotSync® application:

a. Click the HotSync Manager icon in the taskbar in the lower-right corner of the screen.

b. Click Custom.

2 Select the correct username from the list at the top of the box.

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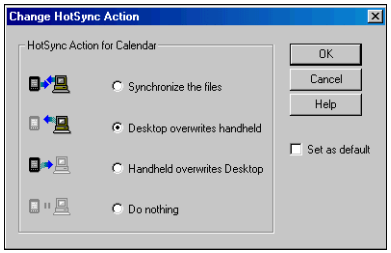
3 Set the transfer options:

a. Select an application in the Conduit list, and then click Change.

b. Select Desktop overwrites handheld.



NOTE This change applies only to the next synchronization.

c. Click OK.

4 Repeat step 3 for the other applications in the list that you want to restore, and then click Done.

5 **Synchronize your handheld with your computer**.

Done

Tips & Tricks
Make your handheld uniquely yours. For great tips, software, accessories, and more, visit **www.palmOne.com/mytunstene2**.

Support
If you're having problems with resets or with anything else on your handheld, go to **www.palmOne.com/support**.

Related topics

Click a link below to learn about these related topics:

Managing Info	Creating a backup of your information
Customizing	Customizing your handheld again after doing a hard reset